

# VA



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Miami VA Healthcare System*

**Miami VA Healthcare System**

# Veteran Resource Guide



# Welcome

## Director's Message

Thank you for choosing the Miami VA Healthcare System (MVAHS) for your health care needs. My name is Kalautie JangDhari and it is my honor to serve as the director of this health care system. The MVAHS provides Veterans with accessible and quality health care services in Miami-Dade, Broward and Monroe Counties through our main hospital in Miami and outpatient clinics spread throughout the region.



**Kalautie JangDhari**  
**Medical Center**  
**Director**

In this guide, I hope you will find answers to the basic questions about Department of Veterans Affairs (VA) health care and the other VA services available to you here in Miami and across the country. It is our goal to provide you with the care you need when you need it and we pride ourselves on exceeding your expectations. In recent years, we have expanded services, renovated facilities and increased same-day access to meet the needs of South Florida Veterans – and we are not done yet. In upcoming years, you will see improvements to the environment of care, improved parking and a robust community of services that augment the care that VA provides directly.

**Thank you for service to our country.**  
**Now, it's our turn to serve you.**



**U.S. Department of Veterans Affairs**

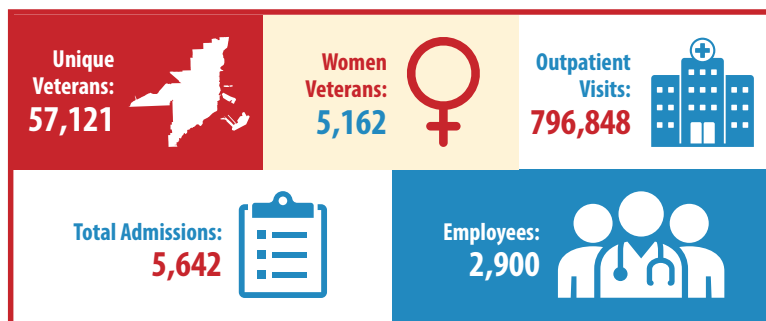
Veterans Health Administration  
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# About the Miami VA Healthcare System

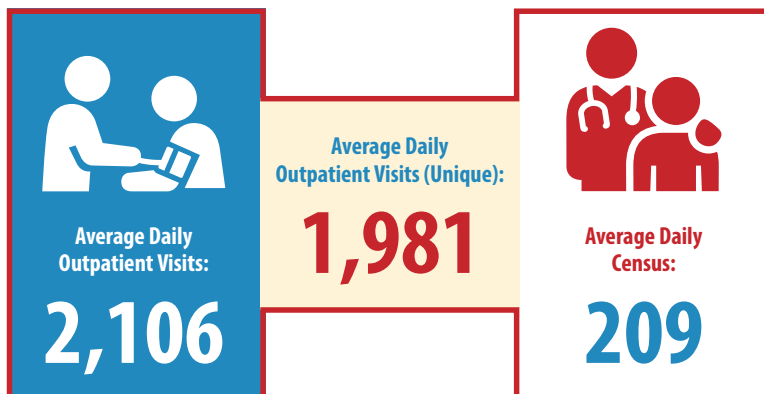
The MVAHS is always growing and adapting to meet the ever-changing needs of America's heroes.

The MVAHS serves Veterans living in and visiting the Miami-Dade, Broward and Monroe counties. With more than 2,900 dedicated full-time employees who provide general medical, surgical and psychiatric services in multiple settings, the MVAHS takes pride in committing to Veteran care needs.

## MVAHS Snapshot 2019



## A Day in MVAHS



## MVAHS Community-Based Clinic Locations

### Deerfield Beach VA Clinic

2100 Southwest 10th Street,  
Deerfield Beach,  
FL 33442-7690  
954-570-5572

### Hollywood VA Clinic

3702 Washington Street,  
Suite 201, Hollywood,  
FL 33021-8283  
954-986-1811

### Homestead VA Clinic

950 Krome Avenue,  
Suite 401, Homestead,  
FL 33030-4443  
305-248-0874

### Key Largo VA Clinic

105662 Overseas Highway  
Key Largo, FL 33037-3010  
305-451-0164

### Key West VA Clinic

1300 Douglas Circle,  
Building L-15, Key West,  
FL 33040-4536  
305-293-4863

### Miami Flagler VA Clinic

1492 West Flagler Street,  
Suite 102, Miami,  
FL 33135-2209  
305-541-5864

### Pembroke Pines VA Clinic

7369 Sheridan Street,  
Suite 102, Hollywood,  
FL 33024-2776  
954-894-1668

### William "Bill" Kling

**Department of Veterans  
Affairs Outpatient Clinic**  
9800 West Commercial  
Boulevard, Sunrise,  
FL 33351-4325  
954-475-5500

For a complete listing of clinic services and hours of operation and services, visit the Health Care Services section on our website: **[www.miami.va.gov](http://www.miami.va.gov)**

For driving directions, visit:

**[www.miami.va.gov/locations/directions.asp](http://www.miami.va.gov/locations/directions.asp)**

For any scheduling needs, call:

**305-575-7000 or 888-276-1785, ext.13133**

You can also visit:

**[www.myhealth.va.gov/mhv-portal-web/  
keeping-up-with-your-va-appointments](http://www.myhealth.va.gov/mhv-portal-web/keeping-up-with-your-va-appointments)**

You can reach the Veterans Crisis Line at: **800-273-8255**, press 1

## Vet Centers and Veteran Service Organizations (VSOs)

Vet Centers are community-based counseling centers that provide a wide range of social and psychological services, including professional readjustment counseling to eligible Veterans, active-duty service members and their families. Vet Center counselors and outreach staff, many of whom are Veterans themselves, are experienced and prepared to discuss the tragedies of war.

To learn more about Vet Center eligibility and services, call the Vet Center Call Center at **877-WAR-VETS (877-927-8387)** or visit: **[www.vetcenter.va.gov](http://www.vetcenter.va.gov)**



VSOs provide a variety of services and community opportunities to Veterans and their loved ones. VSOs, along with state, county and other local Veteran service representatives, are trained to help you understand and apply for benefits you may be entitled to, such as compensation, education, vocational rehabilitation and employment, home loans, life insurance, pension, health care and burial benefits.

To find a VSO near you and learn more information, visit: **[www.va.gov/ogc/apps/accreditation](http://www.va.gov/ogc/apps/accreditation)** (search by state) or **[www.va.gov/vs](http://www.va.gov/vs)**

## Do I Qualify for VA Health Care?

If you answer “yes” to any of the following questions, you may qualify for enrollment:

- » Are you currently receiving VA service-connected disability compensation?
- » Are you receiving or eligible for Medicaid?
- » Were you awarded the Medal of Honor?
- » Are you deemed unemployable or catastrophically disabled?
- » Are you a former prisoner of war (POW)?
- » Were you awarded a Purple Heart?
- » Are you currently receiving Vocational Rehabilitation and Employment (VR&E) services, Aid and Attendance, or VA pension?
- » Were you exposed to radiation in the military?
- » Did you serve in-country during war or a conflict?

There are a dozen other ways Veterans can qualify for VA health care.

**To review your unique qualifications,  
visit a VA facility today!**





For more information about your benefits, contact VA Benefits and Services.

- » Visit: **[www.benefits.va.gov/benefits](http://www.benefits.va.gov/benefits)**
- » Call: **844-MyVA311 (844-698-2311)**
- » In-person visit: Enrollment and Eligibility counselors, located in the Emergency Department, are available to assist you 24/7.

To download your VA Welcome Kit, visit:  
**[www.va.gov/welcome-kit](http://www.va.gov/welcome-kit)**



## VA Health Care

The MVAHS offers a variety of health care services to meet the needs of our Nation's Veterans.

Some of our services are listed below:

- » Caregivers
- » Homeless Veterans
- » Returning Service Members
- » Women Veterans
- » Lesbian, Gay, Bisexual and Transgender (LGBT) Veteran Care

A comprehensive list of services can be found at:  
**[www.miami.va.gov/services](http://www.miami.va.gov/services)**

For telecommunications device for the deaf (TDD) services, dial: **711**



## Your Care: Our Commitment



## Women Veterans Health Care

Did you know that women are the fastest growing group within the Veteran population? VA's strategic priorities focus on six pillars of care designed to deliver the best health care services to all women Veterans:

1. Comprehensive primary care
2. Women's health education
3. Reproductive health
4. Communication and partnerships
5. Women's health research
6. Special populations



For more information, call MVAHS's Women's Health Care Program at **305-575-7263** or visit: **[www.miami.va.gov/services/women](http://www.miami.va.gov/services/women)**

## Your Day-to-Day Health Care Needs

VA provides Veterans with the best health care, consistently ranking among the nation's top health care providers. VA's services span the whole continuum of care, starting with the day-to-day and going beyond.

## Long-Term Health Care Needs

VA health care is committed to optimizing the health and well-being of Veterans suffering from multiple chronic conditions, life-limiting illnesses, frailty or disability associated with chronic disease, aging or injury. The following services are here to help:

### Home Health Care

Home health care includes VA's Skilled Home Health Care Services, Homemaker and Home Health Aide Services, and the Program of Comprehensive Assistance for Family Caregivers.

### Respite Care

Respite care pays for an aide to visit a Veteran's home or for a Veteran to attend a program so that a family caregiver can take a break or vacation, or run errands.

### Adult Day Health Care

The Adult Day Health Care (ADHC) program offers social activities, peer support, companionship and recreation for Veterans who need skilled services, case management and assistance with daily activities.

### Hospice/Palliative Care

Hospice/palliative care is a comfort-based form of care for terminally ill Veterans who have six months or less to live. Programs also provide grief counseling and other forms of support for family members.

VA offers additional programs designed to help you or a loved one. Please contact us today and let's begin the discussion of how VA can support your needs.

## Primary Care

Maintaining and improving your health involves a partnership between you and your primary care providers. Together, you will set up a plan for effective treatment services for your health care problems as well as recommended educational, preventive and wellness services.

### Patient Aligned Care Team (PACT)

All Veterans are assigned to a PACT. Partnership between you and your PACT provides comprehensive care that includes medical providers, nurses, dietitians, mental health care, pharmacy services, social work, health coaches and real-time referrals for specialty care services.

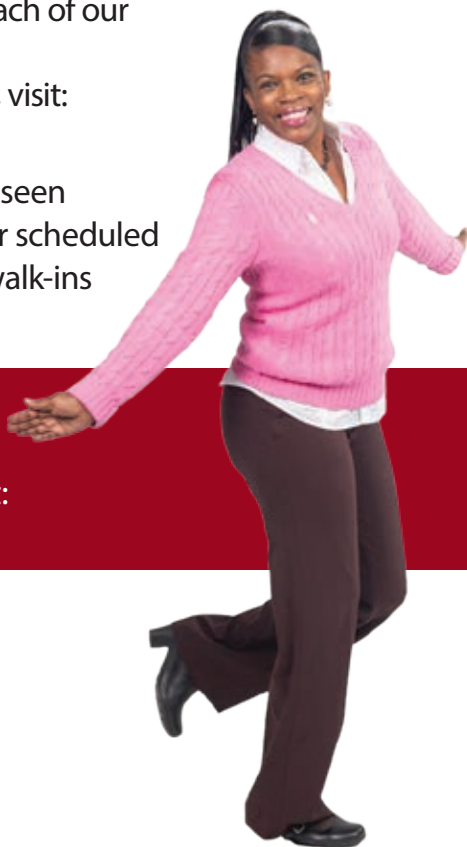
- » PACTS are located at each of our community clinics.

For hours of operation, visit:

**[www.miami.va.gov](http://www.miami.va.gov)**

In order for Veterans to be seen promptly, please keep your scheduled appointments and avoid walk-ins whenever possible.

Hours of operation for  
PACT services at every  
location can be found at:  
**[www.miami.va.gov](http://www.miami.va.gov)**



## Specialty Care Practices

If you have a health problem that requires long-term supervision by a specialist, you will be enrolled in one of our Specialty Care Practices:

**Cardiology:** Provides services for patients with severe coronary artery disease, arrhythmias, congestive heart failure and valvular heart disease.

**Endocrinology:** Provides services for patients with poorly controlled diabetes, or thyroid and endocrine disorders.

**Extended Care/Geriatrics:** Provides rehabilitative services for patients discharged from the Community Living Center (CLC) and those over age 60 with impaired activities of daily living or psychological functioning.

**Gastroenterology (GI):** Provides services to patients with chronic liver disease, ulcer diseases, inflammatory bowel disease, GI motility and malabsorptive disorders.

**Hematology/Oncology:** Provides services to patients with severe anemia, clotting disorders, white cell disorders, hematological malignancies and those requiring antitumor treatment.

**Dermatology:** Provides services to patients with skin cancer, psoriasis, atopic dermatitis, acne and skin infections.

**Infectious Disease:** Provides services to patients with AIDS, HIV, viral hepatitis, tuberculosis and other infectious diseases requiring long-term management.

**Neurology:** Provides services to patients with epilepsy, migraine disorders, myopathies, neuromuscular disorders, Parkinson's disease, recent stroke, transient ischemic attack and brain tumors.

**Pulmonology:** Provides services to patients with asthma, bronchiectasis, chronic obstructive pulmonary disease, pulmonary fibrosis and sarcoidosis.

**Nephrology:** Provides services to patients with end-stage renal diseases, including dialysis, nephrotic syndrome and other special renal disorders.

**Rheumatology:** Provides services to patients with rheumatoid or psoriatic arthritis, dermatomyositis, lupus, scleroderma and spondylitis.

**Spinal Cord Injury:** Provides services to patients with paralysis from disease or trauma to the spinal cord.

For a complete listing of specialty care and other services, visit: **[www.miami.va.gov](http://www.miami.va.gov)**



### Care Coordination/Home Telehealth/ Video on Demand (VOD)

We are committed to ensuring quality patient care for Veterans at the medical center and at home. This program allows you to consult with your health care provider over the telephone. For more information, call: **305-575-7000**, ext. **17150**

### Veterans Crisis Line

The Veterans Crisis Line provides free, confidential emotional support to Veterans in crisis. Call: **800-273-8255**, press 1

### VISN 8 Clinical Contact Center

The VISN 8 Clinical Contact Center is available for Veterans in VISN 8 at: **877-741-3400**

If you have a medical problem or question, call the helpline for 24/7 virtual care.

# Admission and Emergency Care Information

During a medical emergency, Veterans should immediately seek care at the nearest medical facility. A medical emergency is an injury, illness or symptom so severe that without immediate treatment, you believe your life or health is in danger.

For information on VA MISSION Act's new urgent care benefit, visit: [www.blogs.va.gov/VAntage/60896/va-mission-act-vas-new-urgent-care-benefit-for-veterans](http://www.blogs.va.gov/VAntage/60896/va-mission-act-vas-new-urgent-care-benefit-for-veterans)

ADMISSION  
&  
EMER-  
GENCY  
CARE  
PHARMACY

**Emergency Care:** Medical personnel are available in the Emergency Department at the MVAHS 24/7.

**Non-VA Emergency Care:** You may receive emergency care at a non-VA health care facility at VA's expense when a VA facility cannot furnish efficient care due to your distance from the facility, or when VA is unable to furnish the needed emergency services.

- » An emergency is a condition that a prudent layperson who "possesses an average knowledge of health and medicine" would believe to require immediate medical attention, as a delay would be hazardous to life or health.
- » Since payment may be limited to the point when your condition is stable enough for you to travel to a VA facility, you, a family member or a friend must contact the closest VA medical center as soon as possible.
- » The emergency is deemed to have ended when a VA provider has determined that, based on sound medical judgment, you could be transferred from the non-VA facility to a VA medical center.
- » To determine eligibility or initiate a claim, call:  
**305-575-7000**, ext. **13372**



# Pharmacy

## Outpatient Pharmacy Hours of Operation

**Miami:** Monday-Friday 8:30 a.m.-8 p.m.

Saturday 8:00 a.m.-4:30 p.m.

**Broward:** Monday-Friday 8 a.m.-6:00 p.m.

Saturday 8:00 a.m.-4:30 p.m.

Customer Service: **305-575-3376**

Closed on Federal holidays

## Automated Telephone Prescription Refill Instructions

Prescription refills can be requested 24/7. Use a touch-tone phone to call.

1. Enter your refill request in the automated system the day after you receive your medication in the mail.
2. Call: **305-575-3133** or **888-276-1785**, ext. **13133**
3. Have your Social Security number (SSN) and your prescription number(s) or bottle(s) available when you call.
4. Enter your SSN followed by the pound sign (#).
5. **Press 2** for pharmacy prescriptions.
6. **Press 1** for prescription refills.
7. Enter the prescription number (only the number, no letters) and press #. Repeat steps 4-6 for each prescription.



## Mail Refill

Patients will receive a “refill request” with every medication from VA. To request refills by mail, they should check the corresponding box on the refill slip and mail it to the following address:

### » Miami VA Healthcare System

#### **Bruce W. Carter Department of Veterans Affairs Medical Center**

Outpatient Pharmacy (119)  
1201 Northwest 16th Street  
Miami, FL 33125-1624

ADMISSION  
&  
EMER-  
GENCY  
CARE  
PHARMACY

## Online Refill

Prescriptions may also be filled online using VA’s My HealtheVet program. You will need a user ID and password to log in. If you do not have a user ID, you can easily get one by creating your personal profile. Flip to the “Connected Care” tab to learn more.

Begin the discussion of how VA can support your needs.

### QuickContact

To receive medical advice after hours, contact VISN 8 Clinical Contact Center at: **877-741-3400**

In an emergency, or if you experience chest pain or signs of stroke, call: **911**

For frequently asked questions about medications ordered from Community Care providers, visit:  
**[www.va.gov/communitycare/programs/veterans/urgent\\_care.asp#medication](http://www.va.gov/communitycare/programs/veterans/urgent_care.asp#medication)**

# Mental Health and Behavioral Sciences (MH&BS)

The MVAHS MH&BS provides a wide range of recovery-oriented, evidence-based treatment interventions.

## **Psychosocial Residential Rehabilitation Treatment**

**Program (PR RTP) – Domiciliary:** This program assists Veterans living with serious mental illness by instilling hope, validating strengths, teaching skills and facilitating community integration.

## **Post-Traumatic Stress Disorder (PTSD) Program –**

**Domiciliary:** The PTSD Residential Rehabilitation Treatment Program (R RTP) provides residential care to Veterans diagnosed with combat and non-combat PTSD (military and non-military-related). Outpatient services are also available.

**Military Sexual Trauma:** The MVAHS provides counseling and treatment to help Veterans overcome psychological issues resulting from sexual trauma that occurred while in service on active duty.

## **Substance Abuse Residential Rehabilitation**

**Treatment Program (SAR RTP) – Domiciliary:** SAR RTP provides residential care to Veterans seeking treatment for substance abuse and dependence. Outpatient substance abuse disorder services are available at the Miami and Broward locations.

## **Primary Care Mental Health Integration (PCMHI):**

PCMHI is coordinated with primary care and uses a combination of walk-in appointments, scheduled appointments and phone calls.

## **Mental Health Intensive Case Management (MHICM)**

**Program:** The MHICM program serves Veterans with severe and persistent mental illness. The goal is to help Veterans gain knowledge and skills so that they can live in the community as independently as possible.

## **Psychosocial Rehabilitation and Recovery Center**

**(PRRC):** PRRC is a recovery-oriented mental health day program for Veterans with serious mental illnesses. The goal is to empower Veterans with serious mental illnesses to develop their own wellness goals and to encourage them toward meaningful community involvement.

**Pathways:** Pathways is an outpatient Veteran community that welcomes all Veterans registered at the MVAHS. Using their hobbies, strengths and skills, Veterans will help develop their community.

## **VA Vocational Rehabilitation Services/Compensated**

**Work Therapy (CWT):** Programs are designed for Veterans whose rehabilitative focus is based on CWT and transitioning to successful independent community living.

**Homeless Veterans:** VA's specialized programs for homeless Veterans serve hundreds of thousands of homeless and at-risk Veterans each year.

For a comprehensive list of MH&BS services, go to:  
**[www.miami.va.gov/services/mental\\_health.asp](http://www.miami.va.gov/services/mental_health.asp)**

# Veteran's Testimonial



## George's Story

In 1971, my VA experience started with support for my education, which paved the way for a successful career in technology. VA did not stop there, as it has been my primary health care provider for more than 10 years. The professional level of care has been beyond my expectations, providing me and my family with a high level of confidence.

During my retirement, VA is still backing me and my family with the most sought-after valued VA housing loan, which will stabilize our cost of living on a fixed budget. I feel very fortunate to have VA supporting me and my family during each important step in our lives.

These benefits, and many others, are available to you in return for what you have done for our country.

Do not let them pass you by.



**George, U.S. Army Veteran**

# The Whole Health Journey

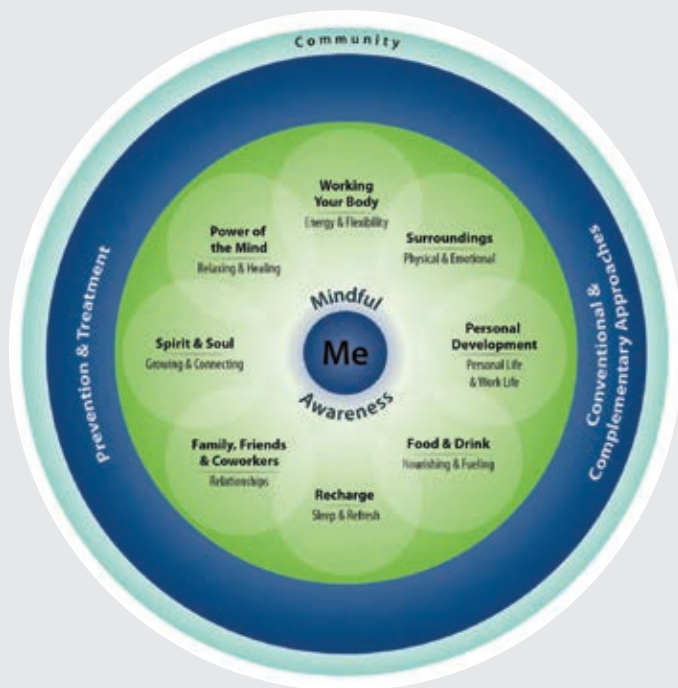
## Whole Health and You as a Whole Person

The road to better health is within you. The first step is to know what you want from your health and why. Setting your health goals may not be a simple task, but it is an important part of reaching your full potential.

Living life fully and optimizing health and well-being goes beyond not being sick. It means understanding what matters to you and looking at all aspects of life that add to a sense of well-being. This tool will help you explore all areas of your life so your health care team can help you plan, not just for your medical needs, but also for your life needs.

For more information, visit:

[www.va.gov/patientcenteredcare/about.asp](http://www.va.gov/patientcenteredcare/about.asp)



## Connected Care

VA is expanding the reach of its health care system through a growing number of digital health technologies. If you're a Veteran receiving VA health care, you can communicate with your care team, track your health information and access your VA health records from your computer, cell phone or tablet.

### QuickClick

To learn about VA's Connected Care programs, visit:  
**<https://connectedcare.va.gov>**

### VA Telehealth Services



## VA Telehealth

The MVAHS is continually working to increase your access to services using VA's Telehealth. Telehealth changes the location where health care services are routinely provided. This is done to give you the right care at the right time, accessible to you in your own home and local community.

### VA Mobile Apps

## VA Mobile

VA Apps allow you to manage your health, save time and communicate with your VA care team at your convenience through your phone or other mobile device, safely and securely. These apps are designed to help Veterans manage their care and stay in touch with their VA care teams.

### QuickClick

To access all VA Apps and the training materials necessary to start using them, visit the VA App Store at:  
**[www.mobile.va.gov/appstore](http://www.mobile.va.gov/appstore)**



My HealtheVet offers VA patients a way to gain greater control of their health and connect – online – with their health care team.



My HealtheVet is a free online personal health record. It is available 24/7, wherever there is Internet access. To learn more, visit: **[www.myhealth.va.gov](http://www.myhealth.va.gov)**

### Community Care

VA provides care to Veterans through community providers when VA cannot provide the care needed. Community care is based on specific eligibility requirements, availability of VA care, and the needs and circumstances of individual Veterans.

This care is provided on behalf of and paid for by VA. Community care must be first authorized by VA before a Veteran can receive care from a community provider.

For more information, visit:

**[www.va.gov/communitycare](http://www.va.gov/communitycare)**

You can reach the Community Care Call Center, 9 a.m.-5 p.m. (EST), at: **877-881-7618**



### VA MISSION Act questions?

Call **844-698-2311**

(Monday to Friday, between 8 a.m. and 8 p.m.)

or visit: **[www.missionact.va.gov](http://www.missionact.va.gov)**

# Regulations

## Safety

Occasionally, there are fire and disaster drills to help keep the staff prepared should a real fire occur. In the event of a real fire or disaster in the medical center, remain calm and follow directions.

For your own safety:

- » Call the nurse if you see that another patient is in pain, is confused or has fallen.
- » Call for assistance when getting out of bed.
- » Use corridor handrails when walking in the units, and be alert for other people, equipment or hazards in your path.
- » Report any equipment, such as your bed, call button, light or TV, that sparks or fails to work. Do not try to repair broken equipment yourself.
- » Report any spills in other areas by calling the Environmental Management Program at **305-575-7000**, ext. **13324**, or telling the housekeeper.



## Smoking

As part of VA's commitment to provide excellent health care for Veterans, the MVAHS is pleased to provide a smoke-free environment. Ask your health care team about Tobacco Cessation resources.

## Parking

Those driving onto medical center grounds must observe the posted speed limits and parking signs. Visitors may park only during visiting hours in designated areas.

Do not park in spaces reserved for patients and staff members with disabilities and/or access and functional needs. Those in violation of these regulations are subject to a U.S. District Court Violation notice and a fine.



## Transit and Miami-Dade Patriot Pass

Veterans using the Patriot Passport EASY Card can ride Metro-rail and Metrobus free of charge.

### Eligibility

- » Service-connected disabled Veterans residing in Miami-Dade county may be eligible.

### How to Apply

To apply, Veterans must complete the Patriot Passport EASY Card application then apply in person at the Miami-Dade Transit Golden Passport Office located on the first floor of the Government Center, or at any 311 Service Centers or City of Miami NET offices.

#### QuickClick

To download the Patriot Passport EASY Card application, visit: **[www.miamidade.gov/transit/library/patriot-passport-application.pdf](http://www.miamidade.gov/transit/library/patriot-passport-application.pdf)**

For more information and details about what to bring when applying, visit: **[www.miamidade.gov/global/transportation/transit-pass.page](http://www.miamidade.gov/global/transportation/transit-pass.page)**

(Click on "Special Passes" and then "Patriot Passport")



# Benefits and Services

No two Veterans are alike. Depending on where you are in your life right now, VA can serve you in many ways.

## Disability Rating and Compensation

Your disability rating is one of the many factors that affect your eligibility for benefits and services.

A disability rating is a rating given to you by VA based on the severity of your disability. VA expresses this rating as a percentage, and then uses this rating to determine how much you will receive in disability compensation.

## QuickClick

Find out how to apply for and manage the Veterans disability benefits you've earned at:

**[www.va.gov/disability](http://www.va.gov/disability)**

You can also call VA Benefits at: **800-827-1000**



## VA Employment

As a Veteran with a service-connected disability, there are several ways to pursue your personal and professional goals.

### Federal Job Preference

If you are a Veteran with a service-connected disability, you qualify for hiring preference when competing for certain Federal jobs.

#### Are you eligible for Federal Veterans' Preference?

The answer is yes, if:

- » You are applying to an excepted service position.
- » You were discharged under conditions other than dishonorable.
- » You were not retired from service (you may be medically retired and qualify).

#### QuickClick

To learn more about Veterans' Preference, please visit:  
**[www.fedshirevets.gov](http://www.fedshirevets.gov)** or **[www.dol.gov/veterans/findajob](http://www.dol.gov/veterans/findajob)**

For more information and resources on careers and employment, visit: **[www.va.gov/careers-employment](http://www.va.gov/careers-employment)**





## Pensions

A VA pension is a supplemental income available to low-income wartime Veterans.

### VA Requirements

- » Proof of income and net worth information
- » Private medical treatment records and where to find any relevant treatment records that might be held by a Federal facility, such as a VA medical center
- » Completed pension program application:
  - **Veterans Pension**  
– VA Form 21P-527EZ
  - **Survivors Pension** –  
VA Form 21P-534EZ
  - **Special Monthly Pension for Veterans and Surviving Spouses** (if applicable) – VA Form 21-2680



### QuickClick

Find out how to apply for and manage the pension benefits you've earned at: [\*\*www.va.gov/pension\*\*](http://www.va.gov/pension)

To download Form 21P-527EZ, go to:

[\*\*www.vba.va.gov/pubs/forms/vba-21p-527ez-are.pdf\*\*](http://www.vba.va.gov/pubs/forms/vba-21p-527ez-are.pdf)

To download Form 21P-534EZ, go to:

[\*\*www.vba.va.gov/pubs/forms/vba-21p-534ez-are.pdf\*\*](http://www.vba.va.gov/pubs/forms/vba-21p-534ez-are.pdf)

To download Form 21-2680, go to:

[\*\*www.vba.va.gov/pubs/forms/vba-21-2680-are.pdf\*\*](http://www.vba.va.gov/pubs/forms/vba-21-2680-are.pdf)



## VA Housing

As part of our mission to serve you and your family, we provide short-term housing for transitioning Veterans, assistance with purchasing a new home through the home loan guarantee program, grants for adapting your home based on disabilities incurred while in service and other programs.

### Housing for Homeless Veterans

Connect with your primary care team, a transitional care counselor or a patient advocate at any of our VA health care facilities to learn more, or visit: [\*\*www.va.gov/homeless\*\*](http://www.va.gov/homeless)

#### QuickContact

Homeless or at-risk Veterans and their family members, friends and supporters can call the National Call Center for Homeless Veterans to access services at: **877-4AID-VET (877-424-3838)**

### VA Guaranteed Home Loans

VA offers three home loan guarantee programs for active-duty service members, Veterans, National Guard members, Reserve members and certain surviving spouses:

1. Purchase Loan
2. Streamline Refinance Loan
3. Cash-Out Refinance Loan

For more information on VA Home Loans, visit:  
[\*\*www.benefits.va.gov/homeloans\*\*](http://www.benefits.va.gov/homeloans)

### Veterans' Mortgage Life Insurance (VMLI)

VMLI is mortgage protection insurance that can help the family of a Veteran with a severe disability by paying off their home mortgage in the event of the Veteran's death.



## Marlly's Story

It is no secret that women Veterans are a minority within the Veteran population; however, one of the best kept secrets is the strength of women's health care within the VA health care system. Simply put, it is the best integrative care any woman – Veteran or civilian – can hope to receive.

The VA health care system was not my first option for health care delivery, but the moment I became a patient, I realized how much women's health care I was missing on the outside. VA women's health care is not symptom-driven care; rather, it is driven by wellness and whole health. I feel valued as a patient and cared for the way every Veteran should be cared for.

I am forever grateful that my benefits give me the care that contributes to my overall wellness and is driven by **my** priorities. My gratitude is extended to everyone who contributes to women's health within the VA health care system.

**Marlly, U.S. Army Veteran**



# Frequently Asked Questions

## Where can I find more information?

Call the VA Health Benefits toll-free helpline, Monday through Friday between 8 a.m. and 8 p.m. (ET), at:

**877-222-VETS (877-222-8387)**

Information is also available at:

**[www.va.gov/health-care](http://www.va.gov/health-care)**

## How can I get information about my enrollment status?

Once your enrollment is confirmed, you will receive a Veterans Health Benefits Handbook notifying you of the status of your enrollment. You may also call us Monday through Friday between 8 a.m. and 4:30 p.m. at: **305-575-700**, ext. **13175**

Call us after hours or on weekends and holidays at: **305-575-7000**, ext. **13636** or **12212**

You can also call the VA Health Benefits toll-free helpline mentioned above.

## If enrolled, must I use VA as my exclusive health care provider?

There is no requirement that VA become your exclusive provider of care. If you are a Veteran who is receiving care from both VA and a local provider, it is important for your health and safety that your care is coordinated, resulting in one treatment plan (co-managed care).

### **I am moving to another state. How do I transfer my care to a new VA health care facility?**

If you want to transfer your care from one VA health care facility to another, contact your Patient Aligned Care Team (PACT). Your PACT will work with the Traveling Veteran Coordinator for assistance in transferring your care and establishing an appointment at the new facility.

### **Where can I find the new income limits?**

Because VA income limits may change each year, they are not published in this guide. However, the income limit tables can be viewed online at:

**[www.va.gov/healthbenefits/cost](http://www.va.gov/healthbenefits/cost)**

### **What is a VA service-connected rating, and how do I establish one?**

A service-connected rating is an official ruling by VA that your illness or condition is directly related to your active military service.

To obtain more information or to apply for any of these benefits, contact your nearest VA regional office at:

**800-827-1000**

You can also visit us online at: **[www.va.gov](http://www.va.gov)** or **[www.ebenefits.va.gov](http://www.ebenefits.va.gov)**

# Important Telephone Numbers

**Call 911 in case of medical emergencies.**

**Note:** VA is not responsible for bills incurred using 911.

**For scheduling appointments or to speak with a nurse:**

Call Center/Scheduling	305-575-7000, ext. 13133
VISN 8 Clinical Contact	877-741-3400
Center 24/7 Virtual Care	

**Main Number: 305-575-7000**

Director's Office	
Director	Ext. 13224
Associate Director	Ext. 13203
Chief of Staff	Ext. 13157
Associate Director Patient Care Services	Ext. 14224/13358
Veteran Experience/Customer Service	Ext. 17007
Public Affairs Officer	Ext. 17303
VA Police (non-emergency)	Ext. 13189
Admissions	
24/7 Medical Administrative Assistants	Ext. 13051/13120
Medical Service	Ext. 13160
My HealthVet Coordinator	Ext. 17114
Mental Health Outpatient Clinic	Ext. 13214/13058
Transition and Care Management	Ext. 17077
Women Veterans Program Manager	Ext. 17001
National Hotlines	
National Call Center for Homeless Veterans	877-424-3838
Quit VET	855-784-8838
Veterans Benefits Administration	800-827-1000
Veterans Crisis Line	800-273-8255, <b>press 1</b>
Women Veterans Call Center	855-829-6636

## Department of Veterans Affairs

[www.va.gov](http://www.va.gov) | 800-827-1000

## Health Care

[www.va.gov/health-care](http://www.va.gov/health-care) | 877-222-8387

## Burial and Memorial Benefits

[www.cem.va.gov](http://www.cem.va.gov) | 800-535-1117 | 800-697-6947

## Education Benefits

[www.benefits.va.gov/gibill](http://www.benefits.va.gov/gibill) | 888-442-4551

## Home Loans

[www.benefits.va.gov/homeloans](http://www.benefits.va.gov/homeloans) | 877-827-3702

## Life Insurance

[www.benefits.va.gov/insurance](http://www.benefits.va.gov/insurance) | 800-669-8477

## National Personnel Records Center

[www.archives.gov/st-louis](http://www.archives.gov/st-louis) | 866-272-6272

## Women Veterans

[www.va.gov/womenvet](http://www.va.gov/womenvet) | 855-829-6636

## eBenefits

[www.ebenefits.va.gov](http://www.ebenefits.va.gov) | 800-983-0937

## Pension

[www.benefits.va.gov/pension](http://www.benefits.va.gov/pension) | 877-294-6380





**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Miami VA Healthcare System*

## Miami VA Healthcare System

# Veteran Resource Guide

## Welcome to the Miami VA Healthcare System

Welcome to the Miami VA Healthcare System! We provide Veterans with the exceptional health care they deserve. Use this guide to learn about the services and facilities available to eligible Veterans through the Miami VA Healthcare System.

» Miami VA Healthcare System: **305-575-7000**

» Veterans Crisis Line: **800-273-8255**, press 1



**Thank you for your service.  
Now, it's our turn to serve you!**

Photos used for illustrative purposes only; the people shown are not linked to the topic.



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